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Message: Database problems for ThriVe

Database problems for ThriVe

From Carrie Hoelscher Date Thursday, January 26, 2017 9:22 AM

To Kraft, Emily

Cc

Journal Emily.kraft@oa.mo.gov

Recipients

image003.png (7 Kb нтмL) **image004.jpg** (4 Kb нтмL)

Hi Emily,

Regina Wooten at ThriVe is having issues with two of her employees successfully getting their accounts set up and getting to the point where they can follow the log in instructions. I do know that each were able to get to the point of entering the confirmation code to set up their account, but things went haywire after that, which makes me wonder if they used the correct code. After talking to her more, it sounds like neither employee followed directions well, have tried and retried and Regina has resent them the set up email repeatedly and now nothing is working. The database is now giving them error messages, "an account with that email has already been created" and "access denied" messages. I think they, as well as the database are very confused as to what is going on:).

Not knowing exactly what they have and haven't done correctly, I'm not seeing a way to help them from my end, please let me know if I'm missing something. If not, is there anything you can do on your end to reset the whole process for them? Regina requested accounts for them under the following emails:

Julie Guariglia: jguariglia@thrivestlouis.org
Sara (Gina) Manual: gmanual@thrivestlouis.org

Thank you! Carrie Carrie Hoelscher A2A Program Manager



Email 1

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